Outcome Form Instructions
for King County Community Services Division

<u>Where and When to Submit the Outcome Form</u>

Contracting agencies should submit the Human Services Outcomes form twice a year, after the 2nd and 4th quarters. Usually, the outcome forms will accompany the other reports that are part of the June and December invoices, such as the demographic reports. The outcome forms can also be submitted via e-mail. The electronic version of the form is available in the shared files at:

> *cs-king/csdforms/2002 contracting/2002 Invoice and Reporting Forms*

> *Note: the first field, which indicates the Funder Reporting To can be modified to include your programs name.*

The outcome forms should be submitted directly to the coordinator or contract monitor responsible for the contract. The contract monitor is responsible for sending a copy of the outcome forms received to Holly Merz, either as a paper copy or, if in an electronic version, via e-mail.

NOTE: ***Agencies should complete an outcome form for each program outcome.***

<u>Specific Section Instructions</u>

Funder Reporting To

Complete the funder's name, if it has not already been provided

Reporting Period

Refer to the funder contract to determine the frequency and reporting requirements. Usually, for King County CSD this will be twice a year, after the 2nd and 4th quarters—at the end of June and December.

> *Note: The other months are grayed out on the outcome form as an indication that reports are not due at these times, but they can be unshaded if outcome reports are to be submitted more often.*

Date Form Completed

Please indicate the completion date.

Agency

Complete the agency name.

Contract #

Enter the contract number.

Note: The contract monitor can pre-fill the contract number if they want.

Program
Enter the program name. This usually matches up to the title on the Work Statement.

Contact Person
The person responsible for producing the outcome report.

OUTCOME INFORMATION

Goal Area
Complete goal area number and goal statement. **This can be pre-entered by the funder.**

Outcome Statement
Complete outcome statement. This should be drawn from the outcome statement(s) as written in the contract. **This can be pre-entered by the funder.**

Measurable Indicators and Measurement Tools
List the indicators and measurement tools used for this outcome. These should be referenced in the contract along with the outcome statements. **This can be pre-entered by the funder**

OUTCOME RESULTS

As stated earlier, these will be filled in for June and December columns, reflecting outcome results for the first half and last half of the year, respectively. Please use the <u>Contract Period Total</u> column to summarize the contract year to date totals when submitting the report.

The <u>Contract Period Goal</u> and <u>Actual / Goal (%)</u> columns will only be used if the coordinator or contract monitor has negotiated outcome targets with the agency. Usually, KC CSD does not have outcome targets. An example of an outcome target would be, “50% of clients assessed will achieve treatment outcomes.”

Total Unduplicated Clients
Indicate the total number of clients served to date during the contract period.

A. # of client eligible for outcome measurement
Enter the number of clients that are eligible for this outcome. This is <u>not</u> the same as the number served. Usually clients must receive a certain amount of service or remain in the program for a sufficient period of time before the program is likely to have a significant impact on them. Only clients who reach this threshold are considered “eligible” for outcome measurement.

Note: This threshold should be agreed upon during the contract negotiation process.

B. # of clients for whom you have complete outcome data
Indicate the number of clients for whom you have completed the outcome data. This number helps funders determine the attrition rate and the success of data collection methodologies.

C. # Of the above clients in B, the number that achieved the outcome
Enter the number of clients that achieved the outcome as measured through the indicator.

D. Success rate percentage (C/B)
Divide the number of Successes (C) by the number of clients for whom you have complete data (B). This will give you the success rate. Enter the percentage (e.g. 90%).

NARRATIVE

The first two narrative questions are to be filled out for each outcome.

First Narrative Question – Describe your interpretation or explanation of the outcome data.
This narrative allows the agency to provide its interpretation of the outcome numbers. They can provide explanation of over or under performance and the factors influencing performance. If the agency has any comparative data (from other program evaluations, national statistics or benchmark studies), it can reference that here. Many agencies and programs do not have comparison data AND THIS IS OKAY.

Second Narrative Question – Describe any problems you had with data collection.
This questions provides agencies the chance to explain problems with the indicators or tools. They may want to make suggestions to you on how to improve the data collection process.

The last four narrative questions are to be filled out for the program as a whole, not for each outcome.

Third Narrative Question – 1. How is your agency using information on outcomes?
Are agencies using the outcome data to their benefit?

Fourth Narrative Question – 2. Describe changes, if any, that you will be making as a result of what you have learned?
Is the outcome data leading agencies to make any changes in the program design, target groups, or service modalities?

Fifth Narrative Question – 3. Do you have general feedback on outcomes requirements, form design, data collection/reporting process?

Sixth Narrative Question – 4. OPTIONAL: Please share a client story that highlights the effectiveness of your program in reaching outcomes.
This question is optional. Some funders and agencies like this information as a way of “bringing to life” the outcome data received.